

Sensitivity and Customer Service Training for Transit Providers

Project Ride will create a revised training curriculum for transit providers to incorporate strategies for serving individuals with cognitive disabilities as a part of the Americans with Disabilities Act training program. Training workshops for drivers and station managers of local public transportation providers will be facilitated by Project Ride in conjunction with WMATA (Metro) personnel. Attendees will learn to:

- Recognize a variety of developmental disabilities and their core characteristics
- Create natural supports for these individuals in typical and emergency situations
- Ensure that the ADA rights of individuals with disabilities are properly met
- Properly use lifts and secure wheelchairs on buses
- Incorporate regular disability training into personnel training protocol.

“Train the Trainer” Workshops for Professionals Serving Individuals with Developmental & Cognitive Disabilities

Project Ride will provide multiple “Train the Trainer” workshops for professionals serving adults and transitioning youth with cognitive and developmental disabilities. The project will provide outreach, resources, and special programs to these providers and the consumers they serve.

Workshop attendees will learn how to:

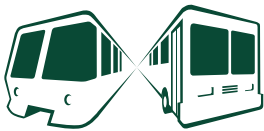
- Implement strategies and techniques to train individuals with developmental disabilities to use public transportation systems
- Develop individualized training programs for the consumers they serve
- Help consumers create efficient trip plans
- Teach safety procedures and rider rights to the individuals they serve
- Access resources and special programs relating to the needs of this population
- Establish relationships with public transportation systems in an individual’s community.

Individualized Rider Trainings

Individuals completing the “Train the Trainer” workshops will use the strategies and tools they have learned to conduct individualized trainings for individuals with developmental and cognitive disabilities. Individuals participating in these trainings will develop the skills needed to use public transportation systems with greater independence and self confidence. They will become knowledgeable about their rights and responsibilities provided by the ADA and will know how to take action when their rights and entitlements are not met. Individuals completing the trainings will learn how to:

- Travel fixed route systems to get to their community destination
- Recognize features and personnel available to assist them in public transportation settings
- Use fare card machines and metro maps when using the subway system
- Employ safety strategies when faced with unusual or emergency situations
- Use low-tech assistive technology to communicate their needs in public settings (if needed)
- Access resources and programs to best meet their needs.

Project Ride will assist in providing individuals with developmental disabilities the tools needed to become regular users of low cost, flexible public transportation systems to help broaden their opportunities for employment and participation in community activities. The project will increase the number of individuals who use public transportation as an alternative to more expensive paratransit systems or staying at home because of transportation barriers. Public transportation providers will be equipped to meet the unique needs of this population and service providers will be empowered to conduct intensive, individualize travel training for riders with cognitive and developmental disabilities.

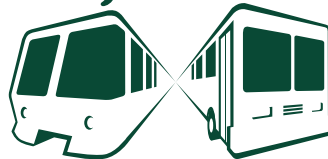


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**For additional
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Project Ride



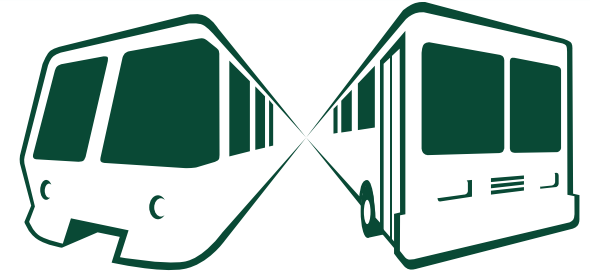
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Project Ride



**Expanding Opportunities for People
with Developmental & Cognitive
Disabilities To Use Public
Transportation Systems**

**Project Ride will employ a three-
prong approach to achieve its
objectives:**

**Sensitivity and Customer Service
Training for Transit Providers**

**“Train the Trainer” Workshops
for Professionals Serving
Individuals with Developmental &
Cognitive Disabilities**

Individualized Trainings for Riders

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